



RES-Post Payment Documentation Request Portal

Responding to an Expense Reimbursement Post Payment Documentation Request

Fannie Mae's RES-Post Payment Documentation Request Portal ("RES Portal") provides an efficient and simple way for servicers and vendors to upload supporting documentation for reimbursed expenses. This quick reference guide outlines how to access and navigate the RES portal.

Accessing the RES Portal

- All active users of the Inquiry Response Tool (IRT) can use the same username and password to log into to the RES Portal, if the user has access to the RES Portal. Refer to the [Logging into the RES Portal](#) section.
- If a user does not have access to the RES Portal, confirm if your office has a user with an active RES Vendor Primary role. A user with this role is responsible for setting up additional user accounts, as needed. If there are no active Vendor Primary user accounts for your office, please email irt_setup@fanniemae.com to request a username and password for the Vendor Primary user.



IMPORTANT: Only RES Vendor Primary users can activate or deactivate a user's RES access. If a RES Vendor Primary user does not exist, send an email to irt_setup@fanniemae.com to request the user profile access.

Additional information about how to review documentation requests in the RES Portal is outlined below.

Role Access

Users will have one of the following roles in the RES Portal:

Role Type	View Login History	Manage User	Reset User	Create User	Assign/ Re-assign Doc Request	Perform Doc Request Extension	Repository/Report Access	View/ Respond to Doc Requests
Vendor Primary	X	X	X	X	X	X	X	X
Vendor Secondary					X	X	X	X



Notifications

At the end of each week, RES Portal users will receive an email notification, indicating any required action(s). The email will include the loan information for **new** and **in progress** documentation requests and auto-closed counts for the prior week (see example below).

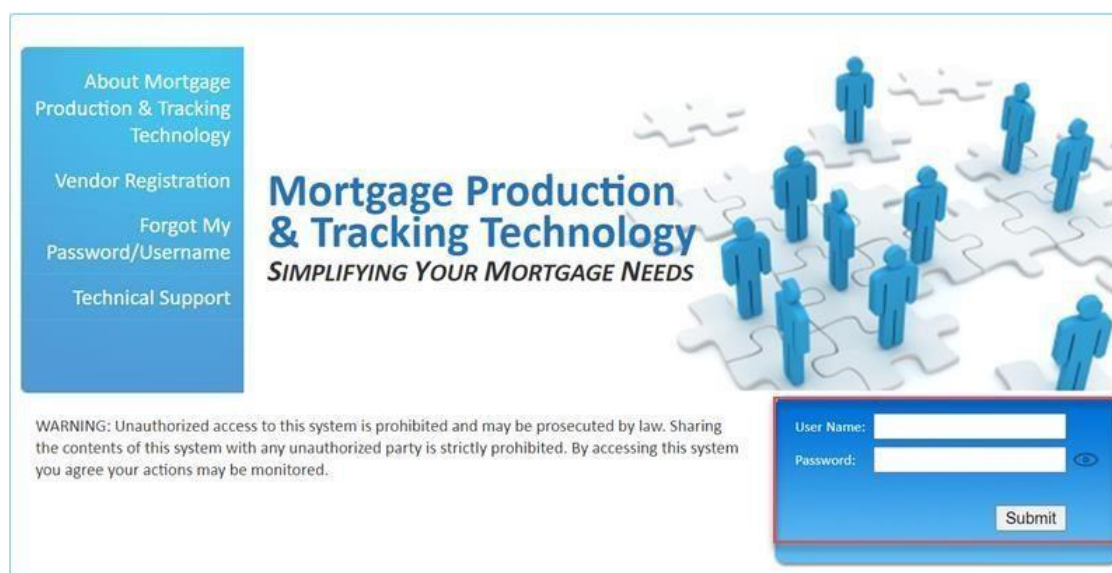


Timeline for Responding to a Documentation Request



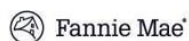
Logging into the RES Portal

1. Click on the following link: <http://fanniemae.decisionreadysolutions.com/> to access the Mortgage Production & Tracking Technology website.
2. Enter your **User Name** and **Password** and click **Submit**.





The following screen displays.



IRT - Customer Inquiry IRT Vendor Secondary

RES - Post Payment Documentation Request RES Vendor Primary

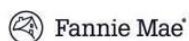
ADMIN - Application Administration



IMPORTANT:

- For users with access to multiple DRS applications, the *single login* page known as the Operations and Support Portal displays.
- Vendor Primary users can access the **ADMIN-Application Administration** to manage their users' access, as needed.

3. Click on the **RES - Post Payment Documentation Request** button to access the RES Portal.



IRT - Customer Inquiry IRT Vendor Secondary

RES - Post Payment Documentation Request RES Vendor Primary

ADMIN - Application Administration





Users can click on the Information icon to access PDF versions of the RES-Post Payment Documentation Request Portal Job Aid and FAQ documentation.

Reviewing a Documentation Request

The **Dashboard** screen displays **PPR Performance data** and **New** and **In Progress** post payment documentation requests. See below for additional information found on the dashboard for post payment documentation requests.

Dashboard - PPR Performance

The PPR Performance dashboard provides users with the following information:

- **Active Documentation Request Counts** – Counts are hyperlinked directly to the **New** or **In Progress** dashboard views

Post Payment Review Documentation Request Metrics	
Doc Request New	Doc Request In Progress
0	0



IMPORTANT: The **In Progress** count shown on the metrics table represents the **total count** of in progress items for the servicer/vendor, not the count that may be assigned to a specific user.

- **Potential Overpayment Metrics** - closed review decision counts for the prior week, prior month, and Year-To-Date (YTD) for the following:
 - Auto-closed in the RES application due to non-response
 - Received a **No Document Available** response by the servicer/vendor
 - Closed as **Inconclusive Documentation** based on the documentation provided by the servicer/vendor in the RES application

Potential Overpayment Metrics			
Metric	Prior Week	Prior Month	Year to Date
Doc Request Auto-Closed 1	12	3	3
Doc Request Auto-Closed 2	3	0	0
No Document Available	0	0	2
Inconclusive Documentation	0	0	0



- **Post Payment Review Results Prior Month** – The previous month’s closed review decision percent breakdown for the following:
 - Validated
 - Potential Overpayment
 - Overpayment

Post Payment Review Results Prior Month		
Post Payment Review Results Prior Month (06/01/2023 - 06/30/2023)		
Validated	Potential Overpayment	Overpayment
98.6 %	1.4 %	0.0 %

- **Post Payment Review Results YTD** – The YTD closed review decision percent breakdown for the following:
 - Validated
 - Potential Overpayment
 - Overpayment

Post Payment Review Results YTD		
Post Payment Review Results YTD (01/01/2023 - 06/30/2023)		
Validated	Potential Overpayment	Overpayment
99.3 %	0.3 %	0.4 %



IMPORTANT:

- The **PPR Performance** dashboard is the default landing page. Users can access their active documentation requests by clicking on the **Post Payment Review Documentation Request Metrics** count hyperlinks or by clicking **New** or **In Progress** from the menu on the left-hand side of the dashboard.
- Users can access the loan level detail for their Post Payment Review Results by clicking on [PPR Results](#).

Dashboard - New

The **New** section of the dashboard provides a link to the data for all new documentation requests.

Dashboard / New

Fannie Mae is requesting documentation to support expenses already paid. Within ten days from the "Request Date", please review, acknowledge, provide a date in which you expect to respond with documentation. If you have questions regarding a specific request, click the "Communication" icon. General questions regarding the Post Payment Documentation Request Portal should be directed to the Inquiry Response Tool (Post Payment Review Category). New access requests for PPR users should be emailed to irt_setup@fanniemae.com

Line Item List

Q

Expense Detail:

FNMA Loan #	Claim No	Claim Submitter Loan #	Submitter	Line Item ID	Line Item Desc	From Date	To Date	Request Amount	Approved Amount	Current Status	Assigned User	Request Date	Days Remaining	Action
					203 - Locksmith (203)	09/05/2019		20.00	20.00	Doc Request New		08/02/2022	14	

50 Entries Per Page

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Showing 1 to 1 of 1 entries



- **Current Status:**







This column indicates the status of the documentation request (e.g., **Doc Request New** is a new request submitted by Fannie Mae that has not yet been acknowledged by the servicer/vendor).

NOTE: If the **Current Status** is black, this is a first request. If the **Current Status** is red, this is a second request.

Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	 
Doc Request New		02/23/2020	7	 
Doc Request New		02/26/2020	12	 
Showing 1 to 3 of 3 entries				

- **Request Date:**







This column indicates the date that the documentation request was sent to the servicer/vendor.

Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	 
Doc Request New		02/23/2020	7	 
Doc Request New		02/26/2020	12	 
Showing 1 to 3 of 3 entries				


- **Days Remaining:**







This column indicates the number of calendar days that are remaining for the servicer/vendor to acknowledge the documentation request.

NOTE: Documentation requests must be acknowledged within 10 business days, or they will auto-close as **Supporting documentation not received**.

Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	 
Doc Request New		02/23/2020	7	 
Doc Request New		02/26/2020	12	 
Showing 1 to 3 of 3 entries				

- **Action:**

Users can click on the communication icon  to submit a question to Fannie Mae regarding the documentation request or provide information/clarification about the expense.

Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	 
Doc Request New		02/23/2020	7	 
Doc Request New		02/26/2020	12	 
Showing 1 to 3 of 3 entries				




Communication

Comment

Incorrect service date provided on the claim. Correct service date is 11/19/19.

Save Comments

Users can click on the comment icon  to review the information provided by Fannie Mae regarding the documentation and/or clarification request.

Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	
Doc Request New		02/23/2020	7	
Doc Request New		02/26/2020	12	

Showing 1 to 3 of 3 entries

Comment

Comment List

Search

Comment Type	Date	User	Role	Track	Iteration	Comment
External	08/02/2022		RES Lead			Please provide supporting documentation for this expense.

10 Entries Per Page

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Showing 1 to 1 of 1 entries (page 1 of 1)

Acknowledging the Request

1. Click in the first checkbox to select all expenses or select an applicable expense(s).

Dashboard / New

RES

Fannie Mae is requesting documentation to support expenses already paid. Within ten days from the "Request Date", please review, acknowledge, provide a date in which you expect to respond with documentation. If you have questions regarding a specific request, click the "Communication" icon. General questions regarding the Post Payment Documentation Request Portal should be directed to the Inquiry Response Tool (Post Payment Review Category). New access requests for PPR users should be emailed to irt_setup@fanniemae.com.

Line Item List

	FNMA Loan #	Claim No	Claim Submitter Loan #	Submitter	Line Item ID	Line Item Desc	From Date	To Date	Request Amount	Approved Amount	Current Status	Assigned User	Request Date	Days Remaining	Action
<input type="checkbox"/>						203 - Locksmith (203)	09/05/2019		20.00	20.00	Doc Request New		08/02/2022	14	

50 Entries Per Page

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2. Click the **Acknowledge** button.

FNMA Loan #	Claim No	Claim Submitter Loan #	Submitter	Line Item ID	Line Item Desc	From Date	To Date	Request Amount	Approved Amount	Current Status	Assigned User	Request Date	Days Remaining	Action
					203 - Locksmith (203)	06/05/2019		20.00	20.00	Doc Request Now		06/02/2023	14	

Showing 1 to 1 of 1 entries (page 1 of 1)

SELECT USER [v]

The user receives a prompt to enter a date that the document(s) will be provided.

3. Enter a date(s) that is no more than 30 days from the current date.

Vendor Acknowledgement

Fannie Mae is requesting documentation for a possible expense reimbursement overpayment. Please acknowledge receipt and enter the date documentation will be provided (no more than 30 days from today). Extensions may be requested in a subsequent screen.

Date Document to be provided:

4. Click **Acknowledge**.



IMPORTANT: Users must **Acknowledge** the expense(s) in the dashboard queue before documentation can be attached.

Dashboard - In Progress:

The **In Progress** section of the dashboard provides a link to the data for all acknowledged documentation requests.

Dashboard / In Progress

Fannie Mae is requesting documentation to support expenses already paid. Please upload documentation and submit the request prior to the "Date Document to be Provided" or "Vendor Extension Date" (if provided). If documentation is not available, please select a value from the "No Documents Available" drop-down field; add a Comment; and submit the request. If sufficient documentation is not received, funds should be remitted to Fannie Mae immediately. You may remit funds via CRS, using receipt code 322. If you have questions regarding a specific request, click the "Communication" icon . General questions regarding the Post Payment Documentation Request Portal should be directed to the Inquiry Response Tool (Post Payment Review Category). New access requests for PPR users should be emailed to irt_setup@fanniemae.com

☒ Filter Criteria

Line Item Description:



IMPORTANT: If you are unable to see the **Dashboard** menu, click on the collapse menu icon to expand the menu.

Dashboard / New

Fannie Mae is requesting documentation to support expenses already paid. Within ten days from the "Request Date" please review. ~~When available, provide a date in which you expect to respond with documentation.~~ If you have questions regarding a specific request, click the "Communication" icon . General questions regarding the Post Payment Documentation Request Portal should be directed to the Inquiry Response Tool (Post Payment Review Category). New access requests for PPR users should be emailed to irt_setup@fanniemae.com



NOTE: When the expense(s) is acknowledged, the **Current Status** changes from **Doc Request New** to **Doc Request in Progress** and the **Days Remaining** column updates to reflect the count of calendar days remaining to attach the documentation, based on the acknowledged date provided by the servicer/vendor.

Line Item List																
FNMA Loan #	Claim No	Claim Submitter Loan #	Submitter	Line Item ID	Line Item Desc	From Date	To Date	Request Amount	Approved Amount	Current Status	Assigned User	Request Date	Days Remaining	Date Doc. to Be Provided	Vendor Extension Date	No Doc. Reason
					203 - Locksmith (203)	09/05/2019		20.00	20.00	Doc Request In Progress		08/02/2022	29	08/31/2022		





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1. Click on the **Select User** drop-down menu to assign/reassign items to specific users, if applicable.



IMPORTANT: While this step is not mandatory, users have the ability to assign all of the requests or individual new requests to specific users. Vendor Primary users are also able to request doc request extensions across all open requests, as needed. If the Vendor Primary user requests extensions across all open items, the request will stay assigned to the user who performed the initial acknowledgement.

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


SELECT USER  SELECT NO DOC REASON  VENDOR EXTENSION DATE   Save 

2. Review the expense item details.


NOTE: The user can provide a **No Doc Reason** ^A (if applicable), click on the **Comment** icon ^B, to add comments, or **Save** ^C the research item to complete at a later time.


Line Item List

50 Entries Per Page

SELECT USER  SELECT NO DOC REASON  VENDOR EXTENSION DATE   Save 

^A SELECT NO DOC REASON
Duplicate Expense
Expense was submitted in error
No Document Available

^B 

^C 

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3. Click on the page icon to attach the requested documentation.



IMPORTANT: Only PDF formatted documents can be attached.

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SELECT USER  SELECT NO DOC REASON  VENDOR EXTENSION DATE   Save 



4. Enter a description for the document and then click **Browse** to navigate to and select the applicable document.

Document

Document Description*

Document Other Tax X

.pdf only

Browse

Save Document



IMPORTANT: Once the document is selected, the document can be saved and submitted later or now. A comment can be added but is not required.

Document

Document Description*

Document

.pdf only

Browse

Comment

Save and Submit Later

Save and Submit Now

5. To request an extension date at the expiration of the original document upload date, enter the new Vendor Extension Date (limited to an additional 30 days) and click **Save**.

Page

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Showing 1 to 1 of 1 entries (page 1 of 1)

SELECT USER

SELECT NO DOC REASON

VENDOR EXTENSION DATE

Save

6. Click **Submit** to complete the documentation request submission.



IMPORTANT: If the user does not click **Submit**, the document will not route back to Fannie Mae through the workflow.

Showing 1 to 1 of 1 entries (page 1 of 1)

VENDOR EXTENSION DATE

Save

Submit

Repository

The **Repository** screen provides servicers access to documentation request detail.

Documentation Requests

Users perform the steps outlined in this section to query their post payment documentation requests and generate a report.

1. Click **Repository** located on the left-hand side of the screen.

Repository

Filter Criteria

Last Updated Date

FROM DATE TO DATE

Vendor Party Type

PICK ONE

Line Item Status

PICK ONE

Auto-Closed Date

FROM DATE TO DATE

Reset

Filter



2. Use the following criteria to filter the documentation request detail:

Last Updated Date

- Enter date parameters for documentation request activity

Vendor Party Type

- Vendor** - Vendor name associated with the vendor/servicer number from the claim
- Assigned Vendor** - Submitter name or sub-servicer name, as applicable

Line Item Status

- Doc Request New** - Documentation request sent to the servicer/vendor, but not yet acknowledged
- Doc Request In Progress** - Documentation request acknowledged by the servicer/vendor, but documentation has not been submitted
- Doc Request Complete** - Documentation request has been fulfilled by the servicer/vendor, but not yet completed by Fannie Mae **OR** documentation request auto-closed in the system due to non-response by the servicer/vendor
- Recalled - Document Request** - Documentation requests that were sent by Fannie Mae but recalled back. No action needed by the servicer/vendor.

Auto-Closed Date

- Enter date parameters for auto-closed documentation request activity

NOTE: The system provides details related to documentation requests that were auto-closed in the system due to the expiration of:

- The 10-business-day time allowed to acknowledge a document request.
- The acknowledged date provided by the servicer/vendor.

3. Once the criteria are selected, click **Filter** to display the case list.

Repository

Filter Criteria

Last Updated Date: FROM DATE - TO DATE

Vendor Party Type: PICK ONE

Line Item Status: PICK ONE

Auto-Closed Date: 10/01/2022 - 10/31/2022

Reset Filter

- Vendor** - Vendor name associated with the vendor/servicer number from the claim
- Assigned Vendor** - Submitter name or sub-servicer name, as applicable
- Submitter** - Submitter name from the claim
- Auto-Closed Count** - Total count history of auto-closed doc requests for the expense, regardless of the date parameters used
 - 1: Line item with doc request that resulted in 1 auto-close
 - 2: Line item with doc requests that resulted in 2 auto-closes

FNMA Loan #	Vendor	Assigned Vendor	Claim No	Claim Submitter Loan #	Line Item Desc	Status	Auto-Closed	From Dt	To Dt	Submitter	Apvd. Amt.	PPR Amt.	Request Dt	Ackn. Dt	Doc. Provide Dt	Ext. Avail.	Auto-Closed Count	Recall	Last Updated Dt	Last Updated By	Actions
					511 - Other Tax (\$11)	Doc Request Complete	Yes	07/01/2020	12/31/2020		2,657.57	0.00	10/04/2022			Yes	1		10/19/2022	System	
					511 - Other Tax (\$11)	Doc Request Complete	Yes	07/01/2020	12/31/2020		2,545.97	0.00	10/03/2022			Yes	2		10/18/2022	System	
					511 - Other Tax (\$11)	Doc Request Complete	Yes	01/01/2020	06/30/2020		1,786.22	0.00	10/03/2022			Yes	2		10/18/2022	System	



4. Click the **CSV** link to generate a .csv file containing the filtered data.

Case List

Q

FNMA Loan #	Vendor	Assigned Vendor	Claim No	Claim Submitter Loan #	Line Item Desc	Status	Auto-Closed	From Dt	To Dt	Submitter	Apvd. Amt.	PPR Amt.	Request Dt	Ackn. Dt	Doc. Provide Dt	Ext. Avail.	Auto-Closed Count	Recall	Last Updated Dt	Last Updated By	Actions
					505 - County Tax (505)	Doc Request Complete	Yes	01/01/2021	06/30/2021		4,716.97	0.00	09/26/2022	09/30/2022	10/14/2022	Yes	1		10/15/2022	System	
					505 - County Tax (505)	Doc Request Complete	Yes	01/01/2021	06/30/2021		2,407.51	0.00	10/03/2022			Yes	2		10/18/2022	System	

Reports

The Reports screen provides servicers access to the post payment review detail (PPR Results) for the prior month and YTD activities.

PPR Results

Users perform the steps outlined in this section to query their post payment review results and generate a report.

1. Click **Report** located on the left-hand side of the screen and then click **PPR Results**.

2. Use the following criteria to filter the PPR results:

Last Updated Date

- **Monthly** - PPR results for the prior month
- **Year to Date (YTD)** - PPR results for the current YTD



IMPORTANT: PPR results are updated for the prior month and YTD on the 3rd business day of each month.

Case List

CSV

Q

FNMA Loan #	Line Item ID	SRC Code	Assigned Vendor	Line Item Status	Claim No	Claim Submitter Loan #	Submitter	Line Item Desc	Sub Category Desc	From Dt	To Dt	Apvd. Amt.	PPR Amount	Doc. Req	Auto-Closed Count	Auto-Closed Date	Last Updated Dt	Last Updated By	Actions
				Closed				505 - County Tax (505)	County Tax or County Special District Tax	01/01/2021	06/30/2021	4,716.97	4716.97	Yes	1	10/15/2022	10/15/2022		
				Closed				505 - County Tax (505)	County Tax or County Special District Tax	07/01/2021	12/31/2021	1,290.02	0.00	No			10/06/2022		
				Closed				505 - County Tax (505)	County Tax or County Special District Tax	01/01/2021	06/30/2021	2,407.51	2407.51	Yes	2	10/18/2022	10/18/2022		



3. Once the criteria are selected, click **Filter** to display the applicable PPR results list.

Filter Criteria

Last Updated Date: Monthly (10/01/2022 - 10/31/2022)

Reset Filter

Case List

CSV

FNMA Loan #	Line Item ID	SRC Code	Assigned Vendor	Line Item Status	Claim No	Claim Submitter Loan #	Submitter	Line Item Desc	Sub Category Desc	From Dt	To Dt	Apvd. Amt.	PPR Amount	Doc. Req	Auto-Closed Count	Auto-Closed Date	Last Updated Dt	Last Updated By	Actions
				Closed				511 - Other Tax (511)	Town Tax	07/01/2020	12/31/2020	2,657.57	2657.57	Yes	1	10/19/2022	10/19/2022		
				Closed				511 - Other Tax (511)	Town Tax	07/01/2020	12/31/2020	2,545.97	2545.97	Yes	2	10/18/2022	10/18/2022		



IMPORTANT: The **Auto-Closed Count** represents the total count history of auto-closed doc requests for the expense in the YTD PRR results.

Auto-Closed Counts

- **Blank:** Line item with no doc requests needed
- **0:** Line item with doc request that resulted in no auto-close
- **1:** Line item with doc request that resulted in 1 auto-close
- **2:** Line item with doc request that resulted in 2 auto-closes

4. Click the **CSV** link to generate a .csv file containing the filtered data.

Filter Criteria

Last Updated Date: Monthly (10/01/2022 - 10/31/2022)

Reset Filter

Case List

CSV

FNMA Loan #	Line Item ID	SRC Code	Assigned Vendor	Line Item Status	Claim No	Claim Submitter Loan #	Submitter	Line Item Desc	Sub Category Desc	From Dt	To Dt	Apvd. Amt.	PPR Amount	Doc. Req	Auto-Closed Count	Auto-Closed Date	Last Updated Dt	Last Updated By	Actions
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Users

The **Users** screen provides Vendor Primary users access to active and inactive user information.

Filter Criteria

Vendor Primary users perform the steps outlined in this section to query their user's information.

1. Click **Users** located on the left-hand side of the screen and then click **Active Users** or **Inactive Users**, as needed.

Users / Active Users

RES

Filter Criteria

Filter By: Role: -- Select a Role --

Filter

User List

Online Username First Name Last Name Title CPT IRT RES ERP QCT MICP Action

2. Use the following criteria to filter the user's information:

Filter By:

- **Role** – System default value

Role:

- **RES Vendor Primary**
- **RES Vendor Secondary**



Vendor:

- **Servicer Name** – System default value
 - Field auto-populates after **Role** type is selected

3. Once the criteria are selected, click **Filter** to display the users list.

The screenshot shows the 'Users / Active Users' interface. At the top, there's a 'Filter Criteria' section with three dropdown menus: 'Filter By:' (set to 'Role'), 'Role:' (set to 'RES Vendor Primary (S)'), and 'Vendor:'. A blue 'Filter' button is to the right. Below this is the 'User List' section, which contains a table with columns: Online, Username, First Name, Last Name, Title, CPT, IRT, RES, ERP, QCT, MICP, and Action. The table has one row with the text 'RES Vendor Primary' in the RES column. The table is highlighted with a red border.

Additional Information

RES-Post Payment Documentation questions should be submitted via the Inquiry Response Tool (IRT) using the **Post Payment Review** category.

Reference the [RES-Post Payment Documentation Request Portal Frequently Asked Questions \(FAQs\) document](#) for additional information.



List of RES – Post Payment Documentation Request Portal Job Aid Revisions

Specific updates to the RES – Post Payment Documentation Request Portal Job Aid are listed in the table below.

Revision Date	Page Number	Revision
4/2/2021	Multiple	<ul style="list-style-type: none">• Updated direction for submitting post payment review questions to Inquiry Response Tool (IRT)• Updated email address used to submit username and password requests• Vendor Primary users can add RES access to an existing user's profile• Additional functionality added for users with the Vendor Secondary role• Replaced existing screenshots with updated UI screenshots
8/18/2022	Multiple	<ul style="list-style-type: none">• Enhancement to provide full post payment review results reporting• Enhancement to provide auto-closed count indicator/information• Replaced existing screenshots with updated UI screenshots• Added information and screenshots to the Users section
12/1/2022	Multiple	<ul style="list-style-type: none">• Enhancement to update repository auto-closed date data• Enhancement to update PPR Results data
8/4/2023	Multiple	<ul style="list-style-type: none">• Enhancement to provide PPR Performance data on the Dashboard• Added information and screenshots to the Dashboard section